



Shelby County Tennessee

Mark H. Luttrell, Jr., Mayor

Questions & Answers

Issued: September 23, 2016

RFP #17-009-09 Emergency Ambulance Services (Shelby County Public Works Division)

TO ALL PROSPECTIVE BIDDERS:

The following questions were submitted by potential vendors. Our answers are listed in **red** below:

1. **Section VII, Subsection A, Page 10:** According to the RFP, the intent "is to provide Emergency and Non-Emergency care and transport with Advanced Life Support (ALS) Ambulance Service for the County." Does the contract include both emergency and non-emergency medical transportation?

The contract includes 911 emergency responses only.

2. **Section VII, Subsection A, Page 10:** According to the RFP, the current EMS system receives approximately 10,000 to 10,500 calls per year. Of these, how many resulted in transports? Were they all 911 calls?

Approximately 65% result in transports, all are 911 calls.

3. **Section VII, Subsection A, Page 10:** Are all 12 of the hospitals mentioned located within the contracted service area?

The majority of the hospitals are located in the City of Memphis.

4. **Section VII, Subsection A, Page 10:** What is the non-emergency/non-911 call volume over a recent three-month period?

The 911 calls for the last three months are approximately 2,500. There were no non-911 calls for the present vendor under the contract with Shelby County.

5. **Section IX, Subsection B, No. 6, Page 13:** Please describe the dispatch arrangement. Does the Shelby County Fire Department dispatch the ambulances or can the contractor provide its own dispatch center?

The Shelby County Fire Department is capable of performing the dispatch operations for all 911 calls. A reasonable fee for service will be charged to the vendor for performing this vital service. This can be discussed in detail prior to awarding the bid.

***Dispatch services must consist of the utilization of the Pro QA / EMD system. ***

6. **Section IX, Subsection B, No. 10, Page 13:** Is Tennessee licensing required at the time of proposal submission or can it be obtained after the bid is awarded?

Tennessee licensing is required at the time of proposal.

7. **Section IX, Subsection B, No. 10, Page 13:** Please provide data on the payer mix (percentage of private health insurance, Medicare, Medicaid, self-pay)

The Shelby County Fire Department does not track this information.

8. **Section IX, Subsection B, No. 11, Page 14:** Can the provider be allowed to adjust usual and customary rates annually based on the medical CPI?

Yes, the rates can be adjusted.

9. **Section IX, Subsection F, No. 1, Page 16:** Are the 10 ambulances required in the RFP to be used exclusively for 911 calls or can they also be used for non-emergency transports?

The ten units are to be used for 911 response.

10. **Section IX, Subsection F, No. 1, Page 16:** Will you allow alternative levels of service options to be proposed in the RFP response?

The proposals should be consistent with the RFP.

11. **Section IX, Subsection G, No. 3, Page 17:** Can the response-time clock begin at the completion of call taking and end when the provider arrives on scene or does the call-taking process have to be included within the response time?

The clock starts at the completion of taking the call.

12. **Section IX, Subsection G, No. 4, Page 17:** Please provide the “response damages.”

If the response times are not achieved, the first penalty is \$15,000.00. The second infraction within 12 months of the first violation is \$20,000.00. Third offense is \$25,000.00 and the contract will be terminated.

13. **Section IX, Subsection H, No. 1, Page 18:** Can the provider use ambulances already in its fleet that were purchased new and meet the mileage limit?

No, all ambulances must be purchased new prior to the start of the contract.

14. **Section X, Subsection B, No. 2, Pages 27-28:** Will you allow for any negotiation on insurance requirements? For example, a provider may have higher umbrella allowances than required by the RFP but may have slightly lower allowances on other requirements.

The insurance requirements must match what was stated in the RFP.

15. **Section X, Subsection B, No. 2.6, Page 28:** How is the amount of the performance bond determined? Is it based on the prospective subsidy?

Yes

- 1) **Location:** RFP Page 28. “X. Contract Requirements” ☐ “B. Indemnification and Insurance Requirements”
☐ “2. Insurance / Bond Requirements” ☐ “6) Performance Bond” & “7) Irrevocable Letter of Credit”.

Question: In this section, the County appears to request both a Letter of Credit (“the contractor Must provide with its proposal...”) and a Performance Bond (“the successful contractor must supply...”). Is this accurate? The Letter of Credit seems to be a duplicate of coverage in the event of contractor default, and therefore redundant in light of the required Performance Bond. In other words, does the County require both a Letter of Credit and a Performance Bond? Further, should the document(s) be submitted with the contractor’s proposal, or upon award? Our organization would be able to provide a sample upon submission and issue the item upon award.

Option for either one. Sample submitted with response with original submitted at time of award.

Debra Louis , Buyer
Purchasing Department
Shelby County Government

Cc: Bid File